WISBUY

Frequently Asked Questions	Answer
PCard	
Can I use WISBuy if I don't have a pcard?	All payments for WISBuy orders must be made through the p-card. However, if you do not have a p-card you can still create a login, do your shopping and reassign your created cart to an authorized or PCard holder in your Business Unit to complete your purchase.
What happens if I exceed my PCard Limit?	There currently is no limit set for your pcard on WISBuy. However, if you do exceed your limit the bank or the approver will cancel the order.
When setting up my default pcard on my profile, why does the pcard get a nickname?	A nickname is a way for you to recognize your card and make the shopping experience faster and easier. A nickname can be titled what it is being used for; i.e. "office supplies, IT, Paper." When you have multiple pcards saved, it will assist you in selecting the desired card to make the purchase with.
Can I make a purchase using a purchase order instead of a pcard?	In the WISBuy Pcard Marketplace, you can only make purchases with your pcard. Not all state enterprise contracts have been enabled in WISBuy.
Shopping	
At my agency we have to approve all purchases of IT hardware. Can the system go through the proper approval process?	No. WISBuy does not include automatic workflow processes or approvals. However, this can be accomplished by "Assigning" a cart to another purchaser for review prior to submitting the order. You will create your cart with the items you are going to purchase (i.e. hardware) and then continue the checkout process until you are directed to "assign cart" or "place order." This is where you click on "assign cart" and choose the appropriate person.
Is there a history of my purchase on WISBuy?	Yes, you can see your WISBuy order history under the cart icon on the left-hand side "Shop" and then "May Carts and Orders" and then "View My Orders (Last 90 Days). Click on the Requisition No. and then the "History" tab to view your purchases history.
When I am completing my WISBuy order, where do you edit the cart name so that it is easier to find later on for repeat purchases?	Once you get all the items in your cart, you can view your cart by clicking on the cart icon in the upper right corner and then view my cart. Once completed you can see under the heading "Shopping Cart for (User Name)"with a box below for you to edit the name of the cart. Rename the cart to something more familiar so you can find it easier later on when you are making a repeat order.
Is there a way you can look up different orders from diff. vendors?	You will be able to see all your orders from different vendors when you proceed to checkout in your shopping cart.
What if there is a product recall?	You would need to communicate with the vendor in the case you have a product recall.
Once you place an order, can you	Once the order is placed, it goes out right away-in that case contact

edit it if you made a mistake?	your supplier directly and to fix it.
Can I place an order and have it shipped to another address?	Yes. You can ship to any address that has been approved and pre-loaded for your business unit. Addresses cannot be manually entered into WISBuy; they must go through the DOA site administrator to be loaded.
When saving a favorite, who is the "description" seen by?	The "description" is for the item and the user who created the favorite and not the vendor.
EQuote	
What is an equote?	An equote is a tool that enables you to electronically receive and respond to requests for quotations. WISBuy 'S punch-out sites pricing is considered equotes.
Reconciliation	
How do I reconcile my pcard statement?	The reconciliation process will not change at this time. Continue to use packing slips/invoices provided by the vendor as supporting documentation for reconciliation.
Catalog	
By using this system can I be assured that people are using DOA approved items-stability for end users?	Yes
What should I do if I find an item/product that should be blocked from a supplier, that isn't on WISBuy?	Contact WISBuy Customer Service at: WISBuy@Wisconsin.gov
Search	
Can you search by product number too?	Yes—is this true of both hosted and punchout catalogs?
When using the search functionality on the home page-does the search only go through the hosted, not punch-out catalogs?	Yes, the "Shop at the Top" search function only filters through hosted catalogs. You can do a search in the punchout catalogs by going to the punchout site.
What if I can't find a product/contract on WISBuy?	You will need to go to VendorNet and search there for the desired product/contract.
When searching for an address, is it easier to search by name or street address?	It is going to filter faster by searching for the street address. For example; if you have 30+ addresses for your agency, if you type in the numbers/street name it will filter and narrow down your search so you can find the address faster. Make sure to save (by clicking on the save button) your completed address for next time.
Communications	
Does a notification come in an email or on WISBuy?	Both, you can use your preferences to set-up receiving notifications via email and/or on WISBuy.
When I create a new user account, how do I know when this is done? Does the Admin need to contact them with log-in info? Can email be automatically sent?	Once you create a new user account, you will be notified of your registration approval via email. This would go to the email that you used to register your account (i.e. Wisconsin.gov email). Your admin will not contact you unless you require specific registration directions. If you are denied registration, you will need to contact your BU Admin to

	determine why. Otherwise an automated email is sent informing you of you approval /denial.
The notification indicator does not seem to show up unless refreshed or the "notification" button is pressed - is this correct?	Notifications refresh periodically and every time you log in. If you are waiting for a notification/action item and know that it should be on its way, you can refresh your screen until it is shown.
Access & Visibility	
Where do you see your total purchase costs?	You will be able to see immediate purchase costs in the top right tool bar with the cart icon and view each purchase unit price, quantity, and total in your cart.
What do I do if I forgot my password to WISBuy? Can you reset your own password?	Yes, go to the sign in screen and click on the "Forgot Your Password" link. If you continue to have trouble after attempting to reset your password, contact your BU Admin.
Can I cancel my saved PCard (fraud, lost card, etc.)?	First, notify your p-card administrator. To deactivate your card, you will need to go into your profile setting and delete the undesired card.
Shipping	
Is there a max number of shipping addresses that we can put in?	Shipping addresses will be pre-loaded and you can add as many to your profile as needed.
Is shipping included on all orders?	Shipping is usually included however there are some instances where it is not. When shipping is not included in your purchase, the vendor's showcase "sticker" will indicate it.
If shipping is not included, when will you find out about the shipping costs?	Punchout suppliers will sometimes give you the shipping; the hosted catalogs may not display the shipping costs. WISBuy will not calculate shipping charges at checkout because the weight of the package is not available. When shipping charges will be added, you will need to contact the vendor to specify shipping costs.
What if you don't have a building/room number?	You can leave that field blank. That is not a required field.
Can I ship-to multiple addresses on one order?	Yes- you can alter the ship to addresses for each item on an individual order. If you place one order with multiple vendors you would need to change/edit the ship-to address for each line item.
Navigation	
What happens if you press the back button?	Sometimes the back button doesn't work---we recommend using the go back to search results/cancel punchout button as navigation tools.